



# MARICOPA COUNTY ENVIRONMENTAL SERVICES DEPARTMENT 2019 ANNUAL REPORT

Working to provide safe food, water, waste disposal, and vector-borne disease controls so people in Maricopa County may live in a healthy and safe community.

## DIRECTOR'S MESSAGE

For more than 60 years, Maricopa County Environmental Services Department has been working with our community to ensure a safe and healthy environment. Maintaining a healthy environment improves quality of life and seeks to prevent exposure to mosquito-borne diseases and hazardous substances in food, water, and soil. Using education and innovative methods, our Environmental Health professionals take proactive steps to protect more than four million Maricopa County residents and visitors.



Darcy Kober, Director

## SUPPORTING OUR CUSTOMERS

### Development Services Combined Counter



Conducting business with Environmental Services and other Maricopa County permitting departments has become more convenient. Permitting for Environmental Services, Planning and Development and Air Quality are now collocated at 501 N. 44th Street, our One-Stop-Shop for construction permits. The combined counter served 16,252 customers this year.

### Enhanced Website



The Environmental Services Department conducted an extensive website refresh to improve the online customer experience. Improvements included an added function for customers to utilize online payment options resulting in a 14.7% increase in fees paid via the web.

### Website Payments

FY 2018	FY 2019
14,532	17,026

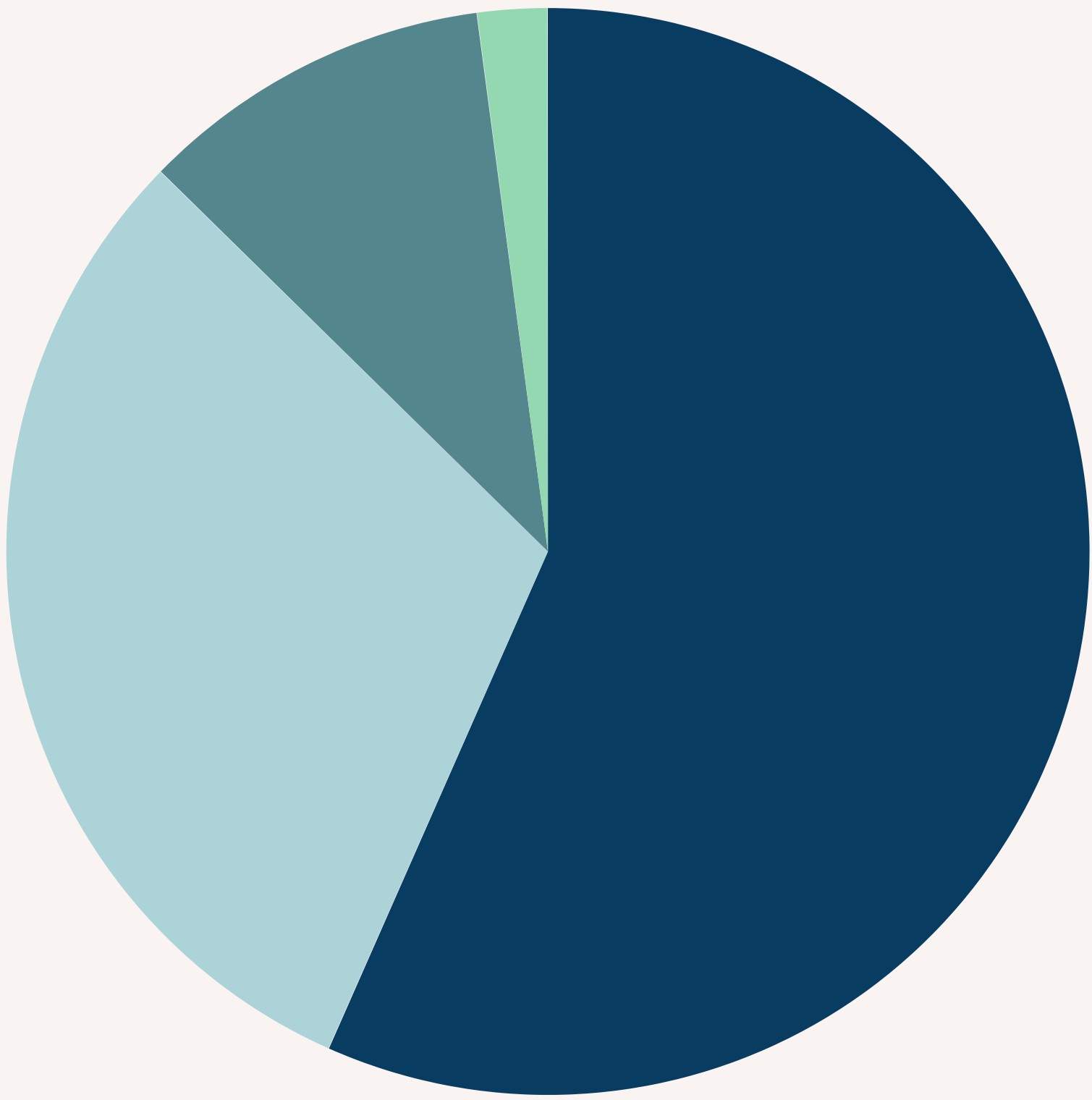


# FY 2019 Plan Review/ Permit Submissions

## Customer Service Center

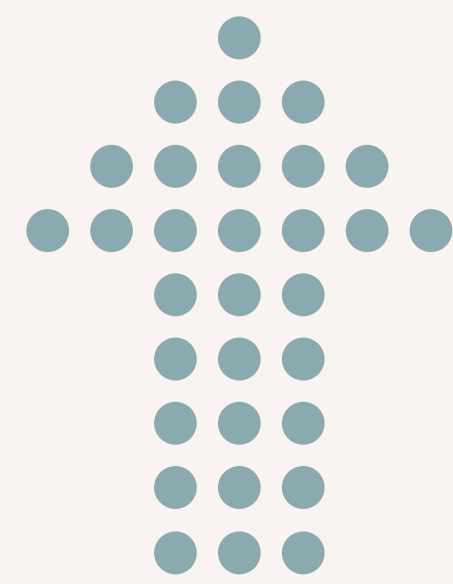
Administrative staff assisted  
**9,500 walk-in customers**  
and received over  
 **22,700 phone calls**

Staff addressed over  
**33,500** citizen complaints  
related to environmental issues



■ Digital Submissions (56.64%)  
■ Over the Counter (30.69%)  
■ Mail (10.57%) ■ Fax (2.1%)

## CREATING HEALTHY ENVIRONMENTS



**10% increase**  
in inspections to provide safe food,  
water, and waste disposal controls  
from 2018 to 2019

\* The septic system is also called an onsite wastewater system.  
\* Solid waste vehicles are also referred to as garbage haulers or garbage trucks.  
\* Public and semi-public swimming pools are also referred to as aquatic bodies of water.

## Transfer Stations

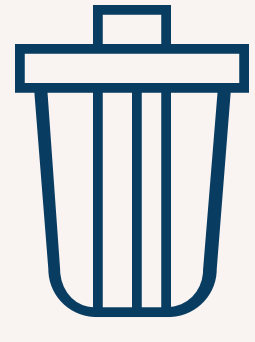
Provide recycling and trash disposal to over  
**72,000 Maricopa County residents**  
 who live in extremely rural county locations, where municipal trash services are not available.  
As part of technology enhancements this year, transfer stations now accept credit and debit card electronic payments.

## Inspections

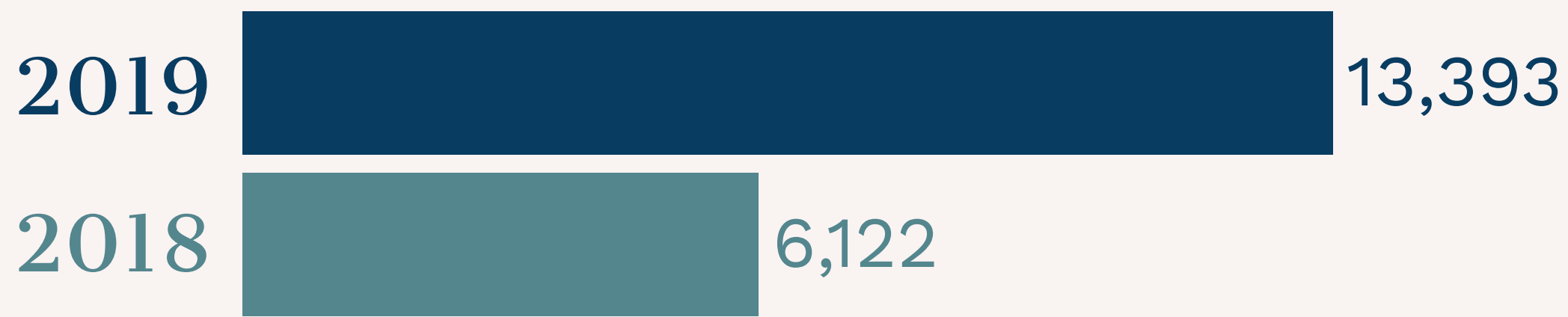
- food
- septic systems\*
- solid waste vehicles\*
- treatment plants
- public & semi-public swimming pools\*
- trailer parks
- public school grounds
- public accomodations
- public water systems
- stormwater construction

2018	2019
86,012	95,542

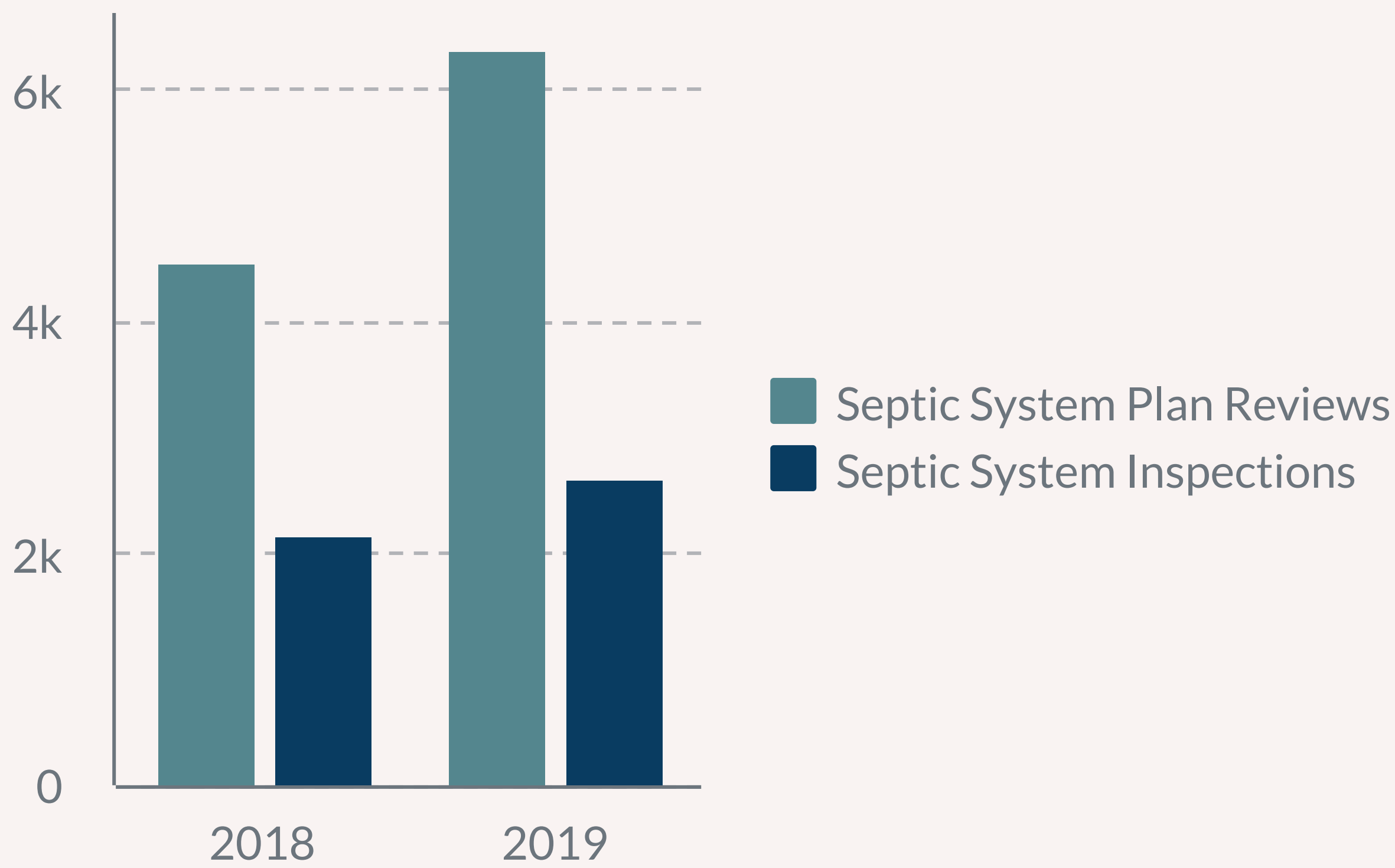




Solid waste vehicle inspections  
**increased by 54.3%**  
from 2018 to 2019.



Septic system plan reviews  
**increased by 28.9%**  
and inspections **increased by 18.5%**  
from 2018 to 2019.



Approval of plans to provide safe food,  
water, waste disposal and controls  
**increased by 13.7%**  
from 2018 to 2019.

## Plan Reviews

food  
septic systems  
treatment plants  
construction of public/semi-public pools  
public school grounds  
public accommodations  
drinking water  
public water systems  
stormwater plans



## Mosquito Control

**39,842** mosquito surveillance traps set

**695** green pools treated

**355,436** acres treated for mosquitos



**14.2% increase**

in mosquito samples analyzed from set  
traps via Polymerase Chain Reaction (PCR)\*

\*PCR testing determines if samples contain certain  
viruses, e.g. West Nile or St. Louis encephalitis.

FY 2018	FY 2019
<b>27,395</b>	<b>31,944</b>

## Waste Recycling



**71,630 tons**

of waste tires processed and recycled



**4,761 tons**

of materials diverted from  
landfills through recycling  
and beneficial re-use



# SERVING OUR COMMUNITY

Active Managerial Control (AMC) is a training program provided for the food service operator to improve food safety application at their business. In addition to in-person AMC training, online education is accessible via the [AMC Toolbox](#).



Through the toolbox each food service operator may access videos, guidance documents, posters, and templates to develop/organize their procedures and create an AMC food safety system specific to their business.



62 AMC classes taught  
613 attendees

AMC Class attendees achieved at least a 60% reduction in risk factor inspection violations.



## Stakeholder Outreach

Language Liaisons provided food safety information on over **1,900 translation & education occasions** to Spanish and Chinese speaking customers.



## Stormwater Outreach

Stormwater outreach included:



**90 educational events** with **2,170 students educated** and **3,698 promotional items distributed**



## Environmental Related Illness Investigations

**916** citizen reports of environmental-related illnesses received investigated within **24 hours**



## Inspections



### Permits Issued

**700** subdivision permits  
**1,805** septic system permits

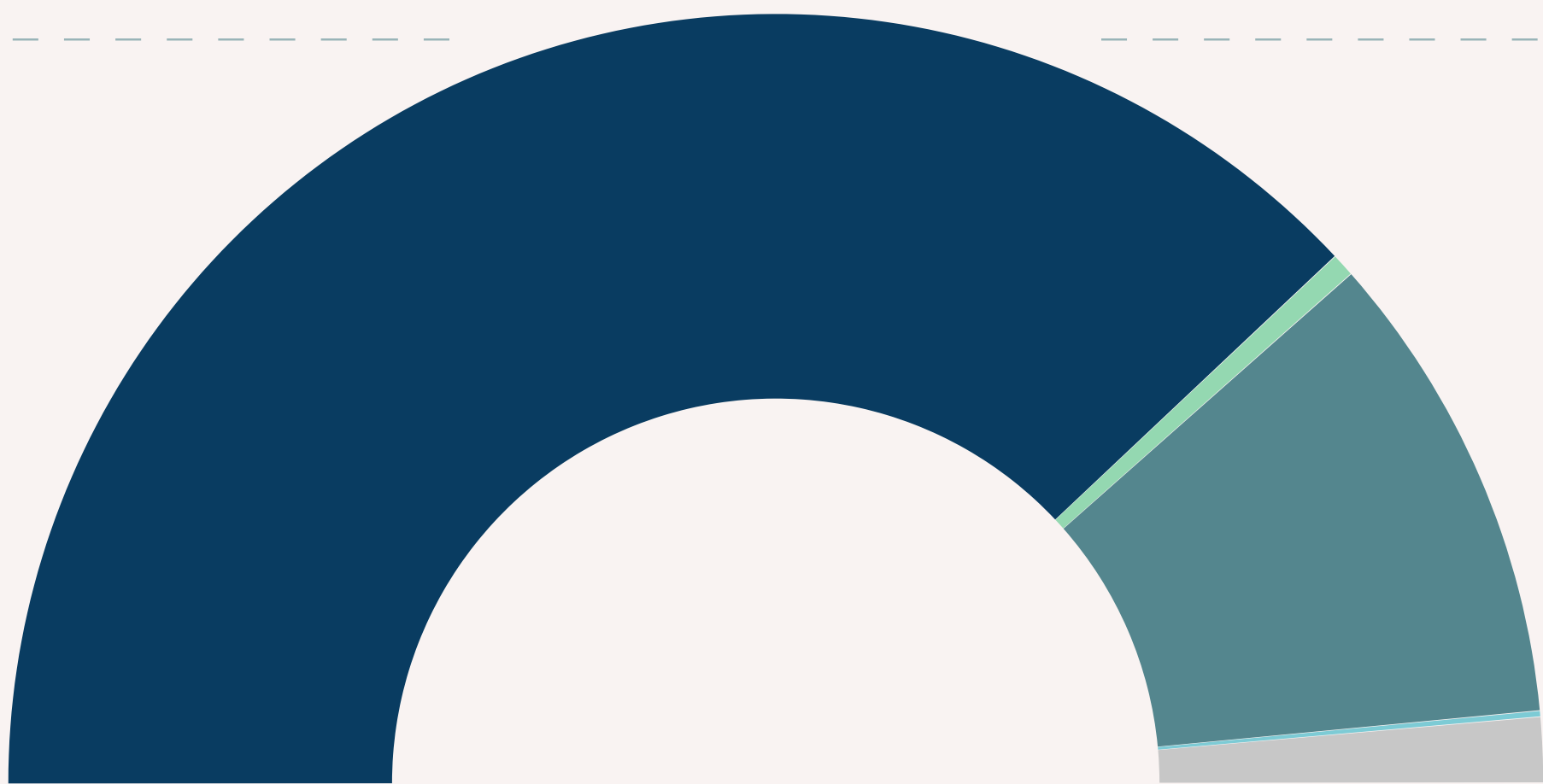


### Inspections Conducted

**19,445** pool inspections  
**57,759** food inspections

# FINANCE

Budget has remained stable and fiscally responsible even with inspection and plan review demands increasing. (Plan review and inspection details are on the prior two pages.)



Licenses and Permit Fees (76%)  
State (20%)  
Trash and Recycling Fees (1%)  
Grants (0.25%)  
Other (2.75%)